TENNESSEE ELIGIBILITY DETERMINATION SYSTEM

TennCare Organization Administrator

Reference Guide

Version: 1.0
Updated: 7/9/2021

Table of Contents

Purpose

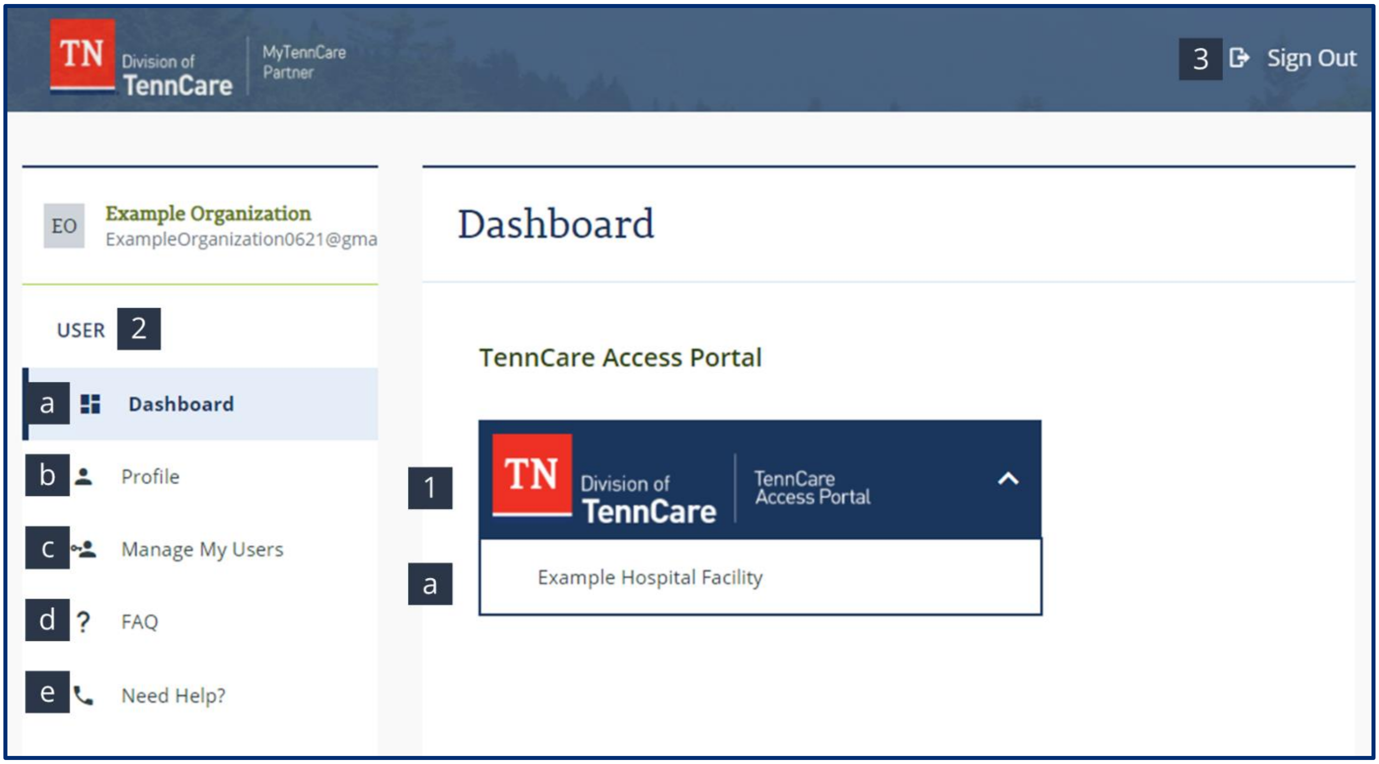
Each partner organization has selected Organization Administrators of TennCare Access. Organization Administrators are responsible for requesting access for authorized users, adding or removing a role for existing users, deactivating access for separated users, and confirming all staff have the correct training and security access to complete their work.

The TennCare Access Organization Administrator Reference Guide provides details for the following topics:

- Reviewing the MyTennCare Partner Login Homepage
- Logging into the MyTennCare Partner Login Homepage
- Submitting a New User Access Request
- Updating a User's Access to the System
- Removing a User's Access to the System

Reviewing the MyTennCare Partner Login Homepage

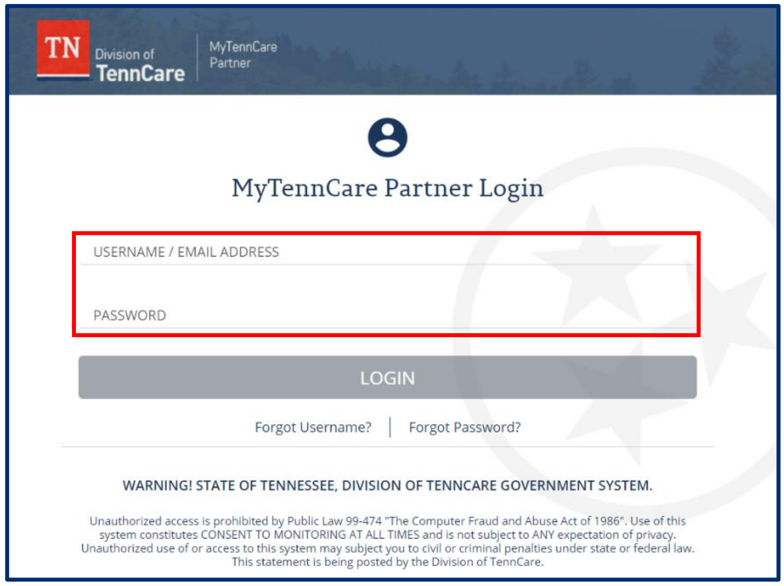
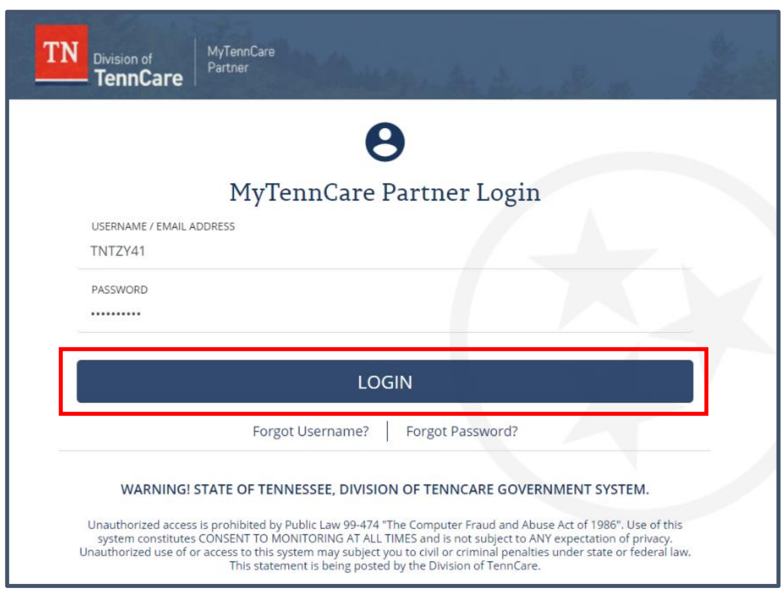
Below is a sample **MyTennCare Partner Login** homepage for an Organization Administrator.

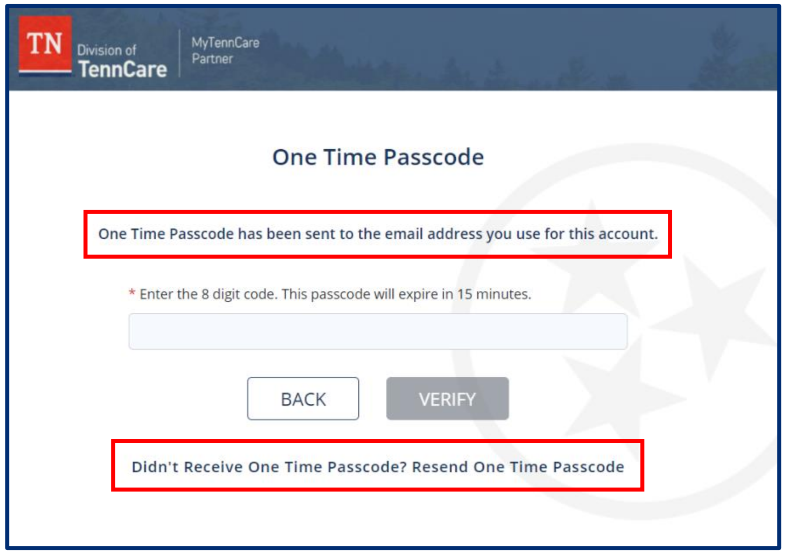


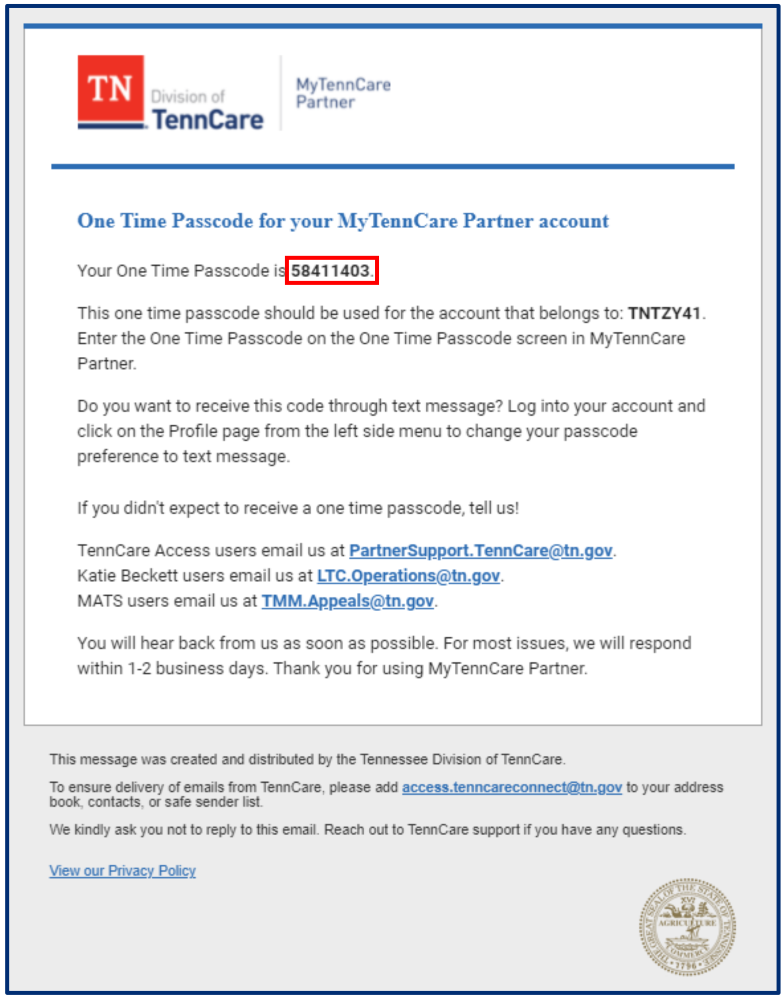
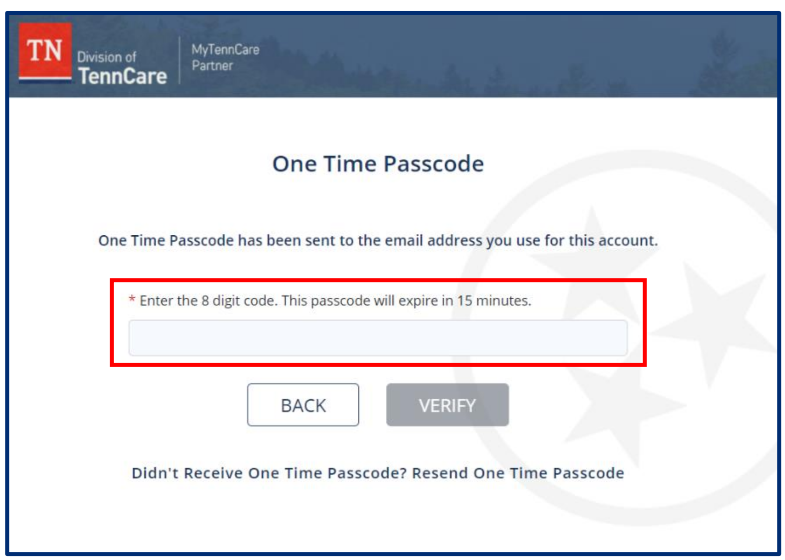
#	Item	Description
1	**TennCare Access Portal**	The **TennCare Access Portal** tile appears on the Dashboard and is used to log into TennCare Access once access has been granted.
1a	**Organization Name**	The organization's name appears under the **TennCare Access Portal** tile. You must click on your organization's name to log into TennCare Access.
2	**User Section**	The **USER** section allows you to access your **Dashboard**, **Profile**, **Manage My Users**, **FAQ**, and **Need Help?** pages.
2a	**Dashboard**	When you log in, the **Dashboard** is the default page displayed. If you visit other pages, return to the **Dashboard** to log in to TennCare Access by clicking the tile.
2b	**Profile**	Access your **Profile** page to view your user details. This page stores your name and username. You can view or edit your cell number or the way in which you receive your one time passcodes. You can also update your password or security questions.

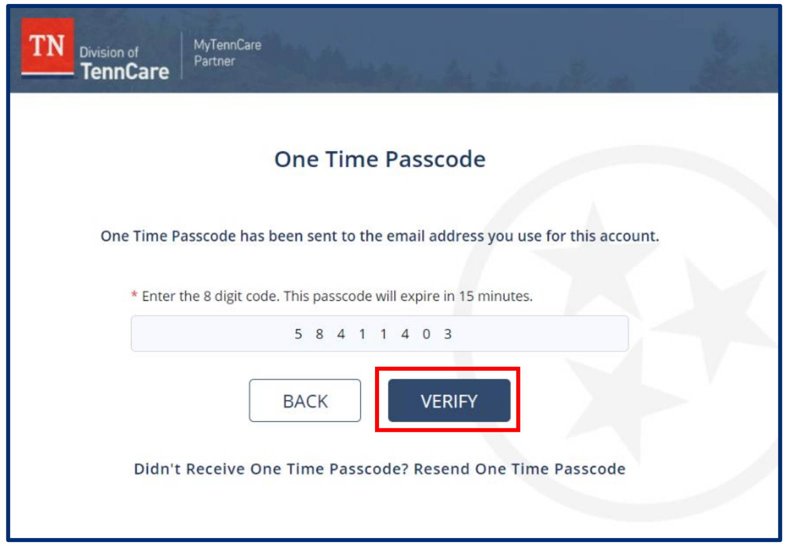
#	Item	Description
2c	**Manage My Users**	Click **Manage My Users** to access the **MyTennCare Partner Request Dashboard** page. From here, you can request access for a new user, modify access for an existing user, or remove all access for an existing user.
2d	**FAQ**	Access **Frequently Asked Questions** for answers to common questions related to using the **MyTennCare Partner Login** page.
2e	**Need Help?**	Use the **Need Help?** page for contact information for support accessing the TennCare Access Portal.
3	**Sign Out**	Click **Sign Out** to end your session.

Logging into the My TennCare Partner Login Homepage

#	Step	Screenshot
1	For existing users, go to https://myloginpartner.tcam.tn.gov/partner Enter your **Username/Email Address** and **Password**. **NOTE**: For details on how to setup a new TennCare Access account or how to log into TennCare Access, please refer to the TennCare Access Login Reference Guide.	
2	Click **Login**.	

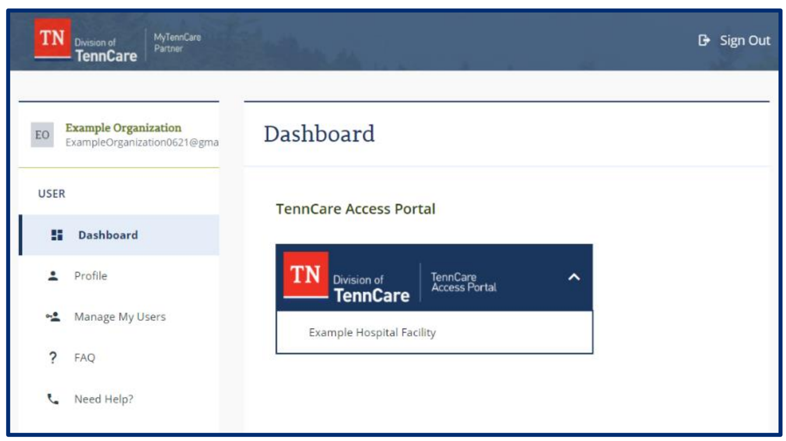
3	On the **One Time Passcode** page, note that a One Time Passcode was sent to the email address you used for this account. A One Time Passcode is sent to your email address when you login from a new device, or if you haven't entered a One Time Passcode in more than 24 hours. You cannot log into your account until you enter the passcode. **NOTE**: If you did not receive the email, check your junk mail folder. If it's not there, click **Didn't Receive One Time Passcode? Resend One Time Passcode** to send a new email and code.	

4	Access your email and copy the verification code.	 TN Division of TennCare MyTennCare Partner **One Time Passcode for your MyTennCare Partner account** Your One Time Passcode is **58411403**. This one time passcode should be used for the account that belongs to: **TNTZY41**. Enter the One Time Passcode on the One Time Passcode screen in MyTennCare Partner. Do you want to receive this code through text message? Log into your account and click on the Profile page from the left side menu to change your passcode preference to text message. If you didn't expect to receive a one time passcode, tell us! TennCare Access users email us at PartnerSupport.TennCare@tn.gov. Katie Beckett users email us at LTC.Operations@tn.gov. MATS users email us at TMM.Appeals@tn.gov. You will hear back from us as soon as possible. For most issues, we will respond within 1-2 business days. Thank you for using MyTennCare Partner. This message was created and distributed by the Tennessee Division of TennCare. To ensure delivery of emails from TennCare, please add access.tenncareconnect@tn.gov to your address book, contacts, or safe sender list. We kindly ask you not to reply to this email. Reach out to TennCare support if you have any questions. View our Privacy Policy
5	On the **One Time Passcode** page, enter or paste the code from your email.	

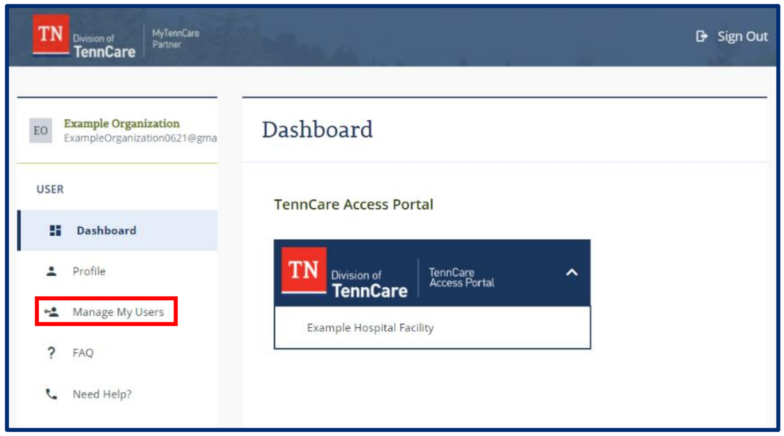
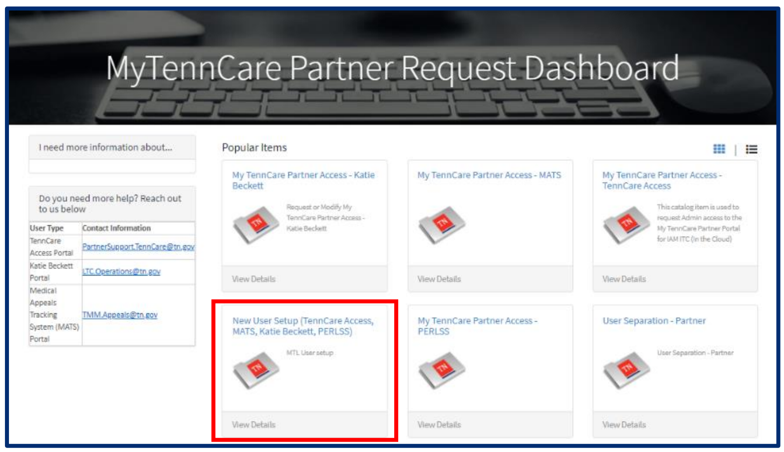
<table>
<tr>
<td>6</td>
<td>Click Verify.</td>
<td>
</td>
</tr>
<tr>
<td>7</td>
<td>From the Dashboard page, continue to the following sections depending on the action you wish to take.

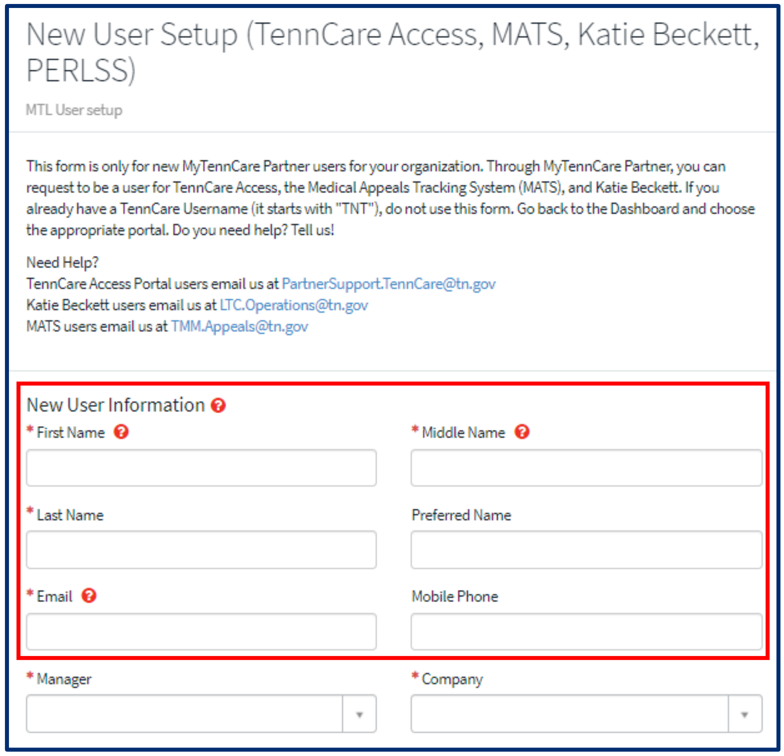
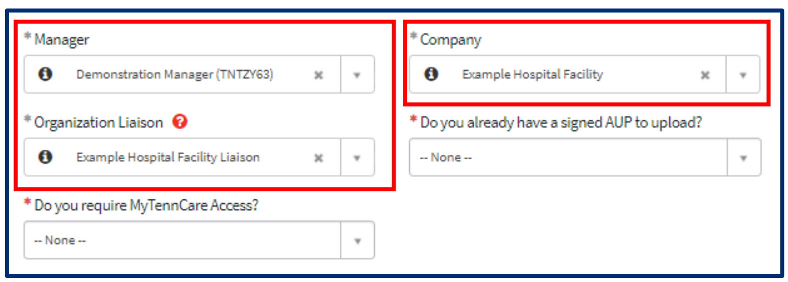
Submitting a New User Access Request

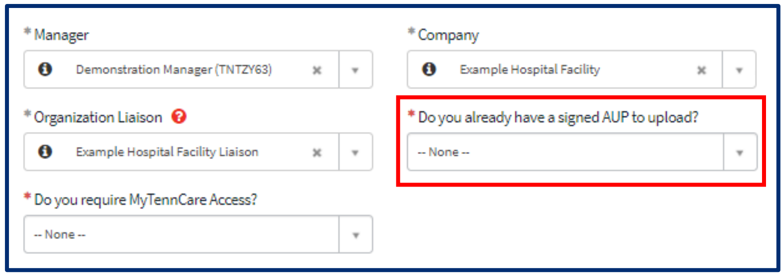
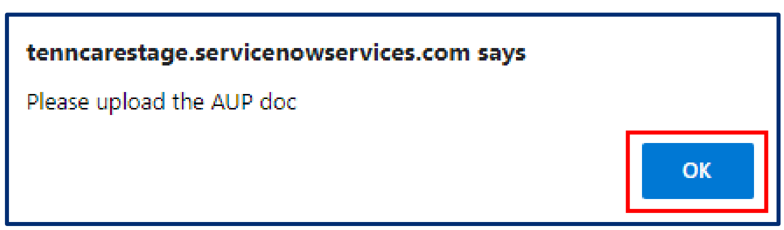
Updating a User's Access to the System

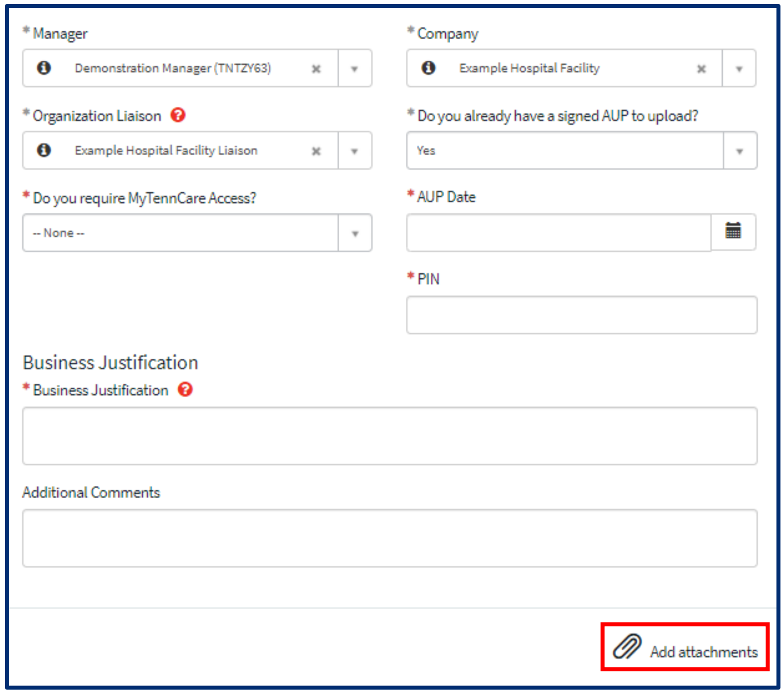
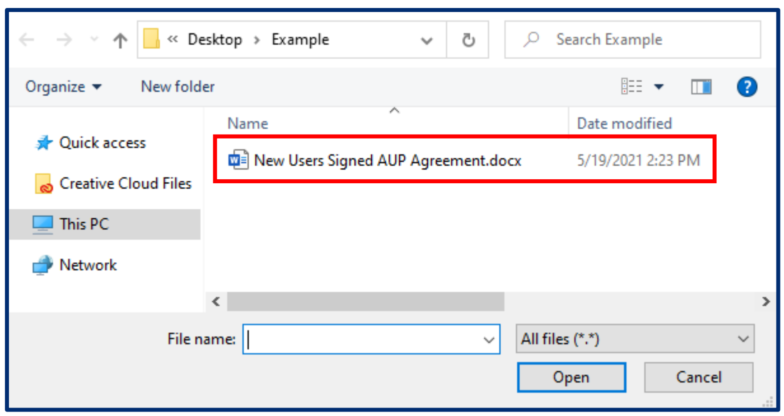
Removing a User's Access to the System</td>
<td>
</td>
</tr>
</table>

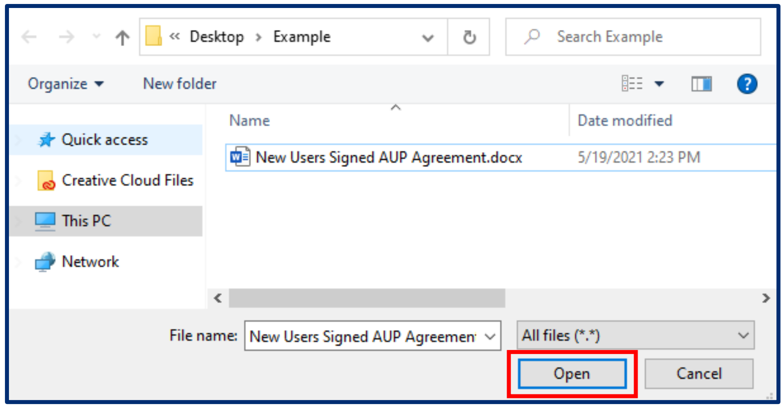
Submitting a New User Access Request

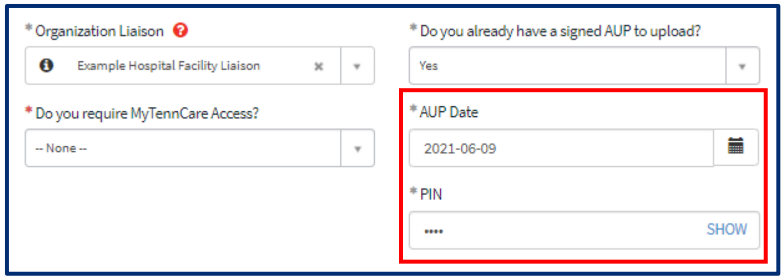
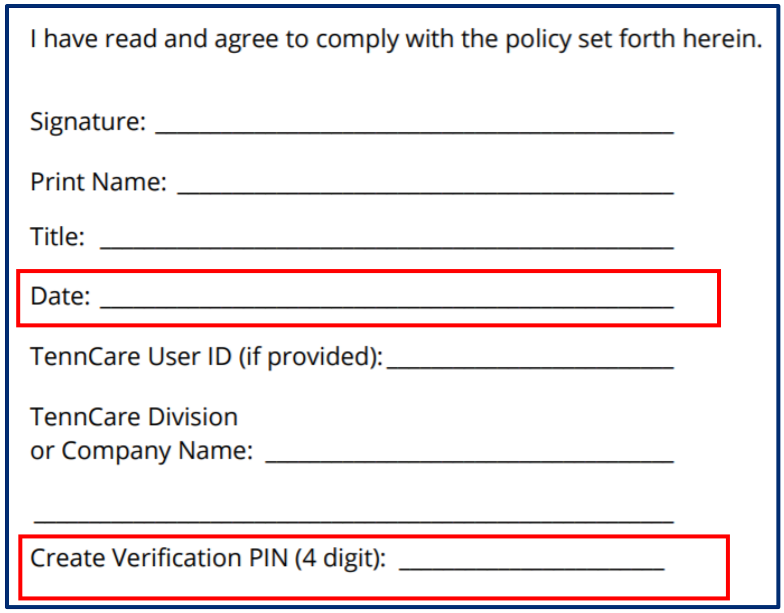
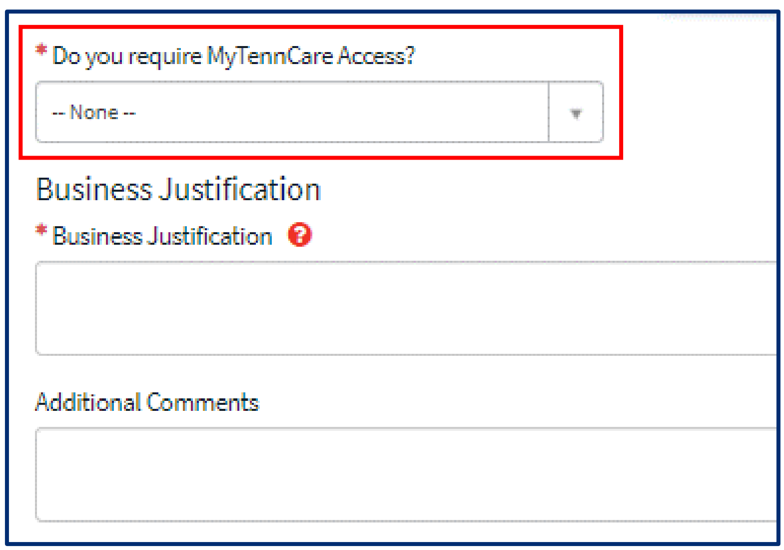
#	Step	Screenshot
1	On the **Dashboard** page, click **Manage My Users** from the menu.	
2	On the **MyTennCare Partner Request Dashboard** page, click **New User Setup (TennCare Access, MATS, Katie Beckett, PERLSS)**.	

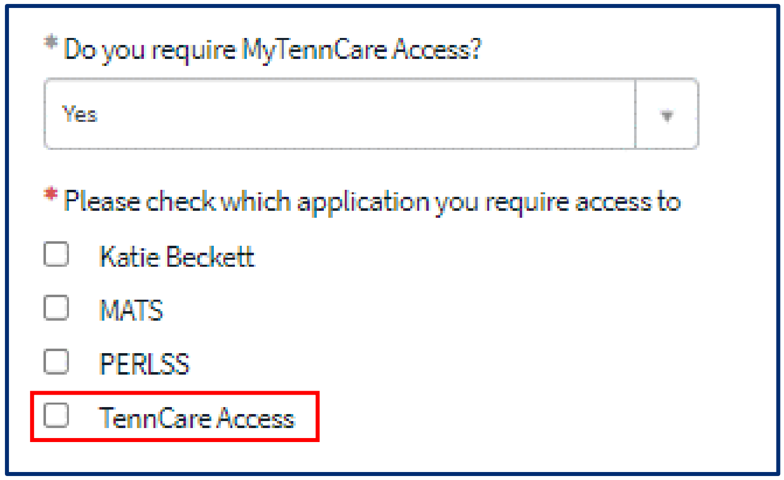
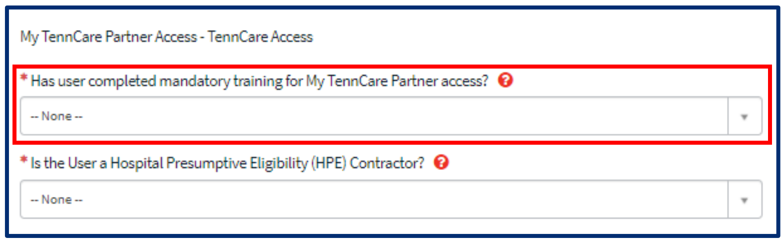
3	On the **New User Setup (TennCare Access, MATS, Katie Beckett, PERLLS)** page, enter the **First Name**, **Middle Name**, **Last Name**, **Preferred Name**, **Email**, and **Mobile Phone**. **NOTE**: All fields marked with an asterisk are required.	
4	Begin typing the **Manager**, **Company**, and **Organization Liaison** in the drop-down menus, then click the correct value once it appears. **NOTE**: Select the same value for **Organization Liaison** and **Company**.	

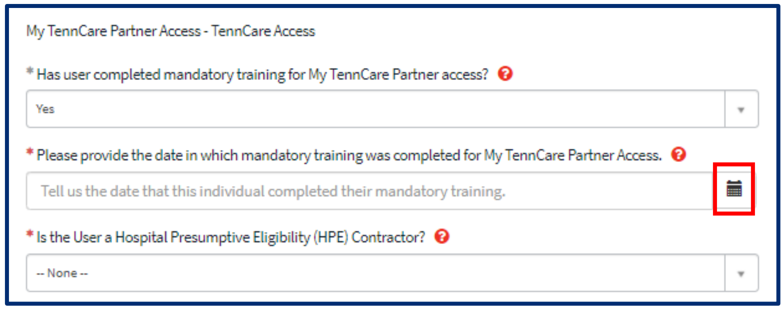
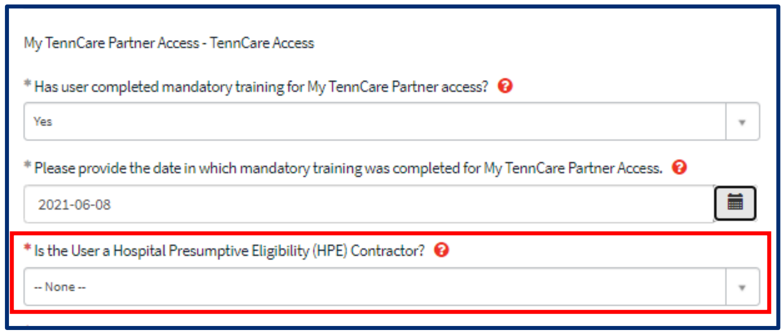
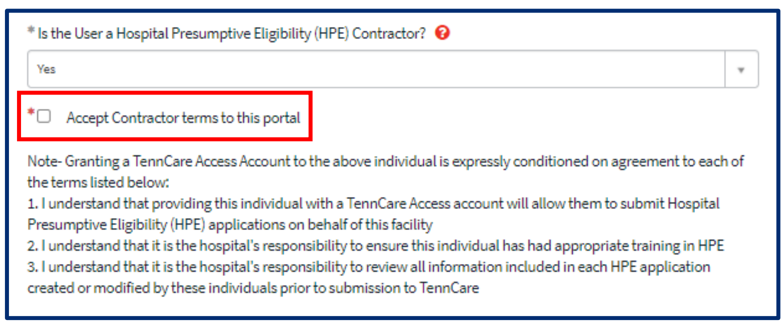
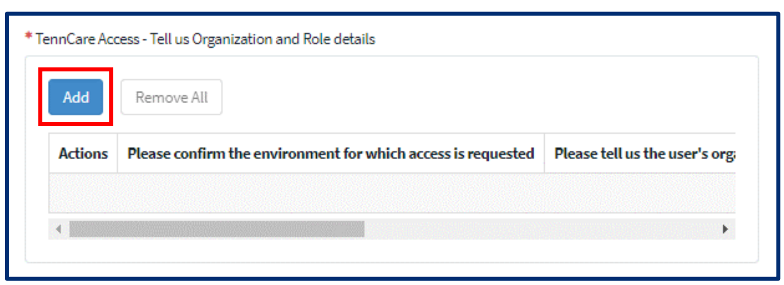
5	Select *Yes* or *No* for **Do you already have a signed AUP to upload?**. **NOTE**: The AUP, or Acceptable User Policy, is a standard form that provides guidelines for the appropriate use of State-owned systems, like TennCare Access. It is a routine form that most agencies, dealing with personal and sensitive information, require users to sign. In most cases, you will not have a signed AUP. When you select *No*, an AUP is automatically emailed to the user to sign electronically. If *Yes*, continue to Step 6. If *No*, proceed to Step 12.	
6	Click **OK** in the pop-up window.	

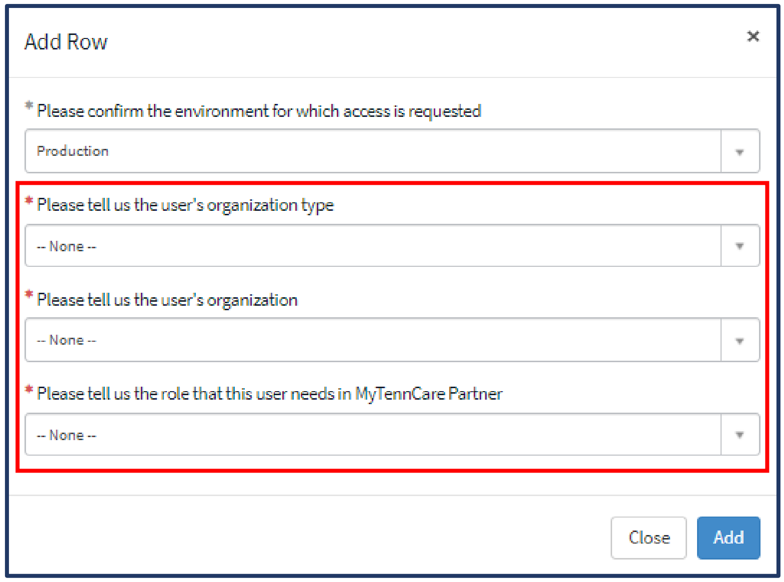
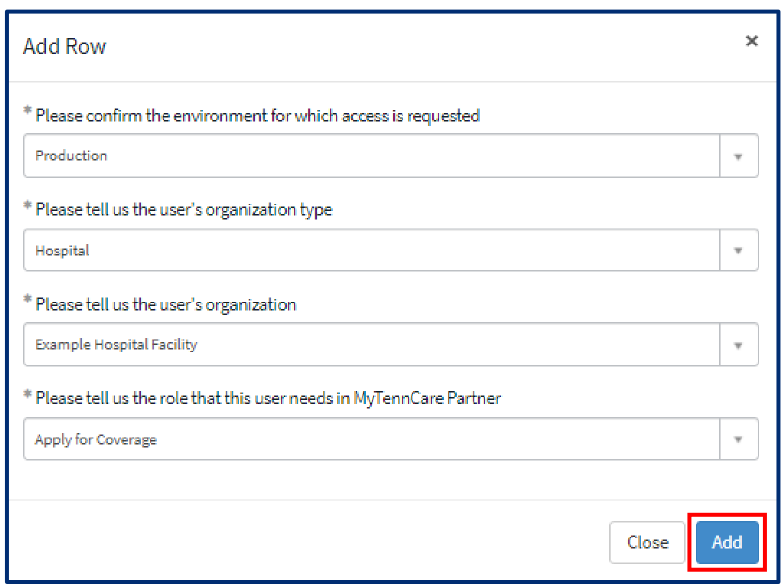
7	Click **Add Attachments**.	
8	Select the user’s **AUP** document.	

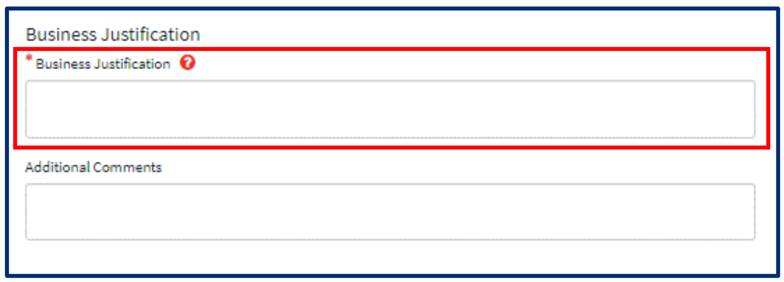
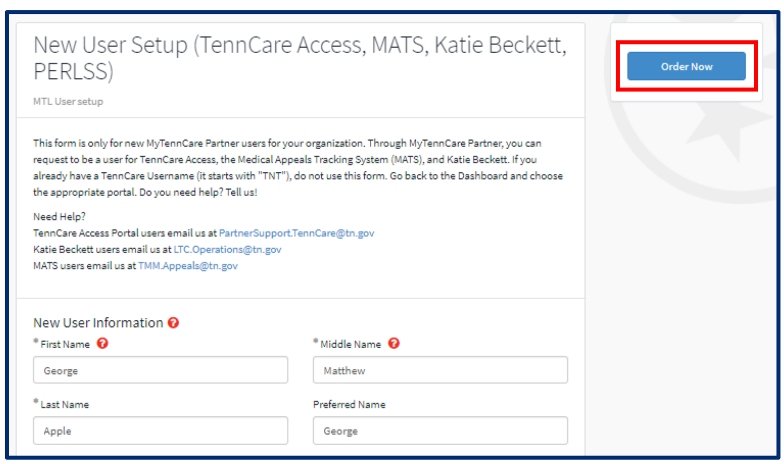
9	Click **Open**.	
10	Confirm the correct uploaded document is viewable at the bottom of the page above **Add Attachments**.	

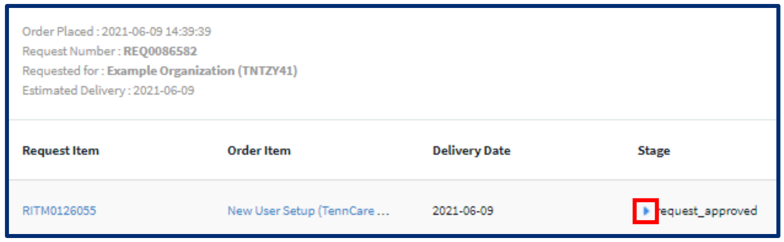
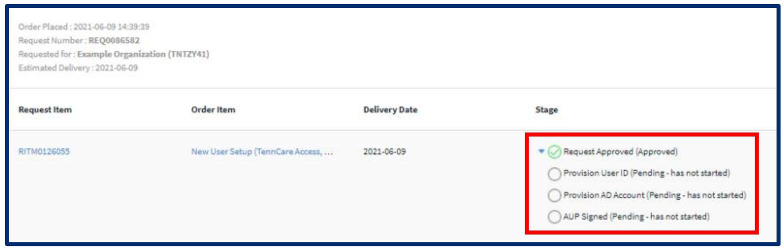
11	Click the calendar icon to select the **AUP Date**. Enter the 4-digit numeric **PIN**. **NOTE**: The date and PIN can be found on the final page of the completed AUP agreement.	  I have read and agree to comply with the policy set forth herein. Signature: ____________________ Print Name: ____________________ Title: ____________________ Date: ____________________ TennCare User ID (if provided): ____________________ TennCare Division or Company Name: ____________________ ____________________ Create Verification PIN (4 digit): ____________________
12	Select *Yes* from the **Do you require MyTennCare Access?** drop-down menu.	

13	Click the **TennCare Access** check box.	
14	Select *Yes* or *No* from the **Has user completed mandatory training for MyTennCare Partner Access?** drop-down menu. **NOTE**: The access request cannot be submitted until the user has finished the mandatory training requirements. If *No*, contact the Partner Support Unit to schedule their mandatory training or register online by visiting the [TennCare Access Portal Training Documents]() website.	

15	If *Yes*, click the calendar icon to select the date the user completed mandatory training.	
16	Select if the user is a **Hospital Presumptive Eligibility (HPE) Contractor** from the drop-down menu. If *Yes*, continue to Step 17. If *No*, proceed to Step 18.	
17	Read the contractor terms. Click the checkbox to **Accept Contractor terms to this portal**.	
18	Click **Add** to indicate which roles the user needs.	

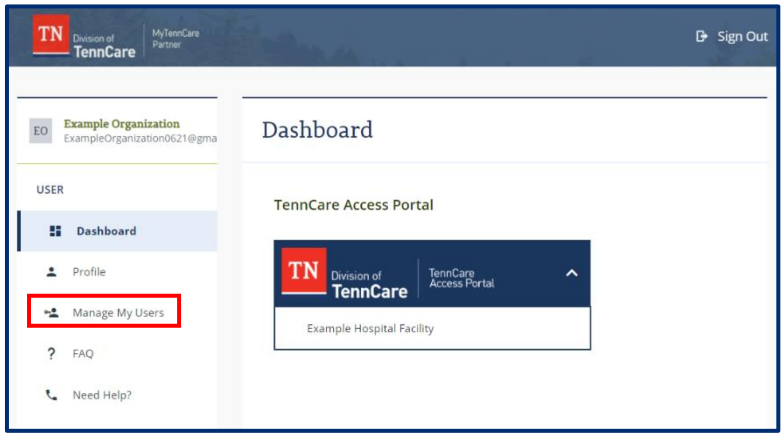
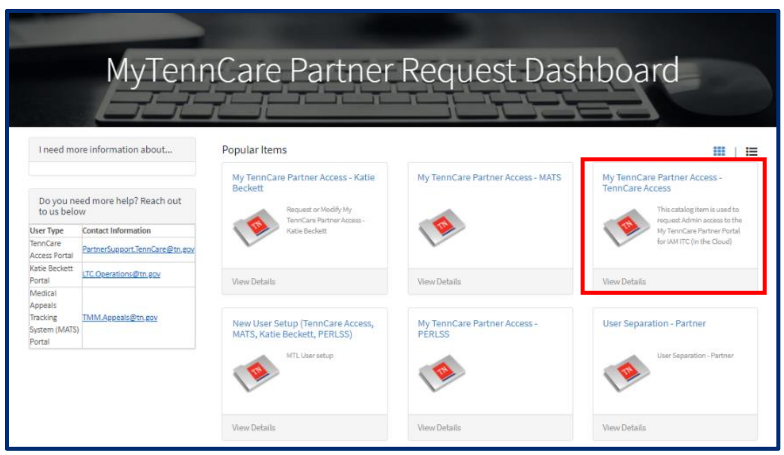
19	In the **Add Row** pop-up window, *Production* is pre-selected as the **user's environment** from the drop-down menu. Select the **user's organization type**, **user's organization**, and **role** you would like to add for the user from the drop-down menus. **NOTE:** Each role grants access to an option on the **Welcome to TennCare Access** page. All roles include the **Search Applications** option.	
20	Click **Add**.	

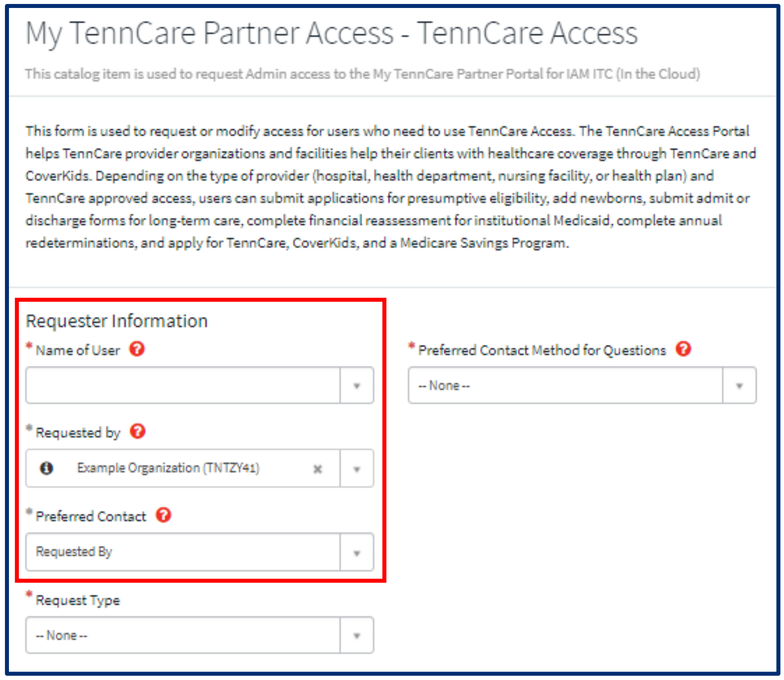
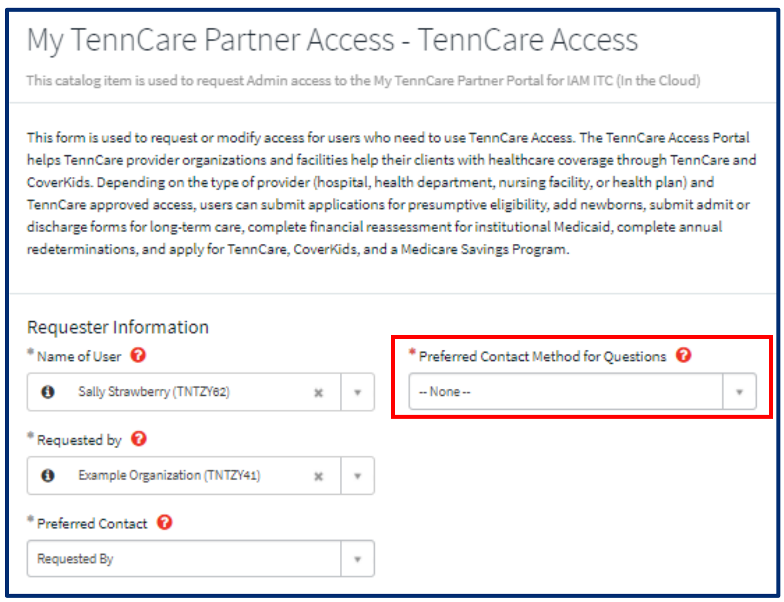
21	Confirm your entry was added to the table under the blue **Add** button. If you need to make changes, click the icon to edit your entry or the icon to remove it. Repeat Steps 18 thru 21 to add multiple roles for the user.	
22	Enter a **Business Justification**, following the template below. <User Name> requires access to MyTennCare Partner to complete their job responsibilities.	
23	Click **Order Now**.	

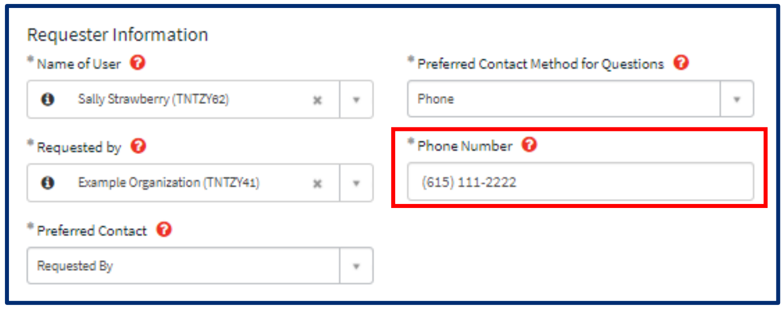
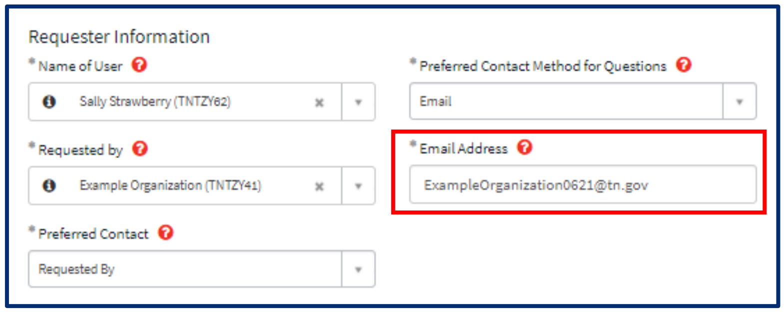
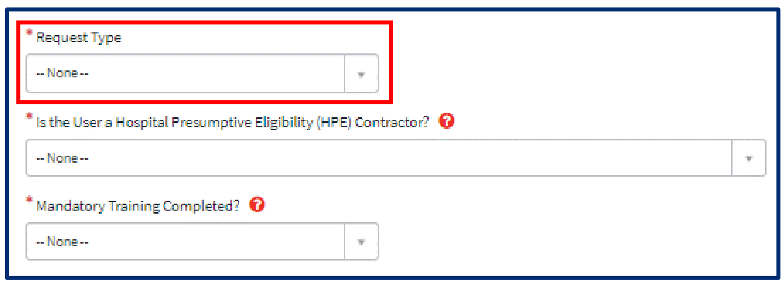
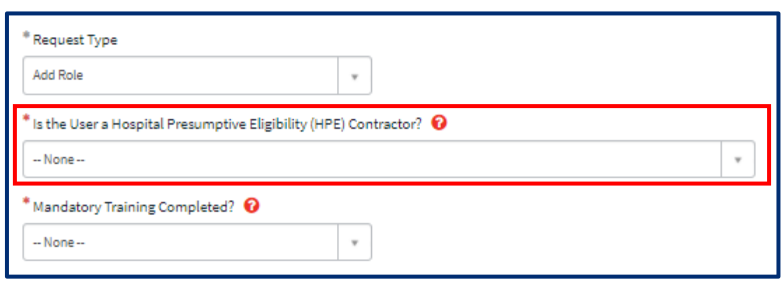
24	Review your **Submitted Request**. For more details, click the blue arrow in the **Stage** column.	
25	The **Request Approved (Approved)** step is checked upon request submission. Other steps are marked complete as the request progresses through the review process.	

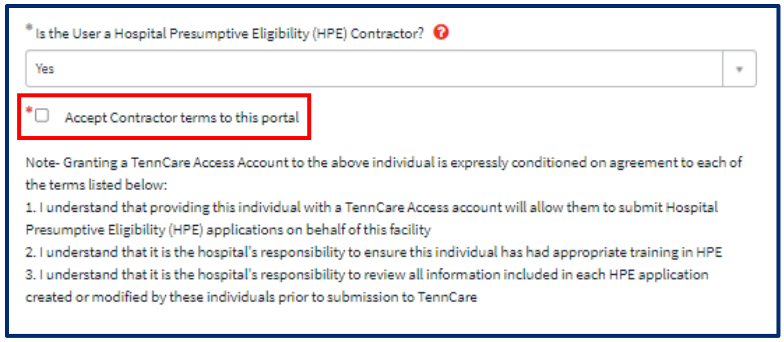
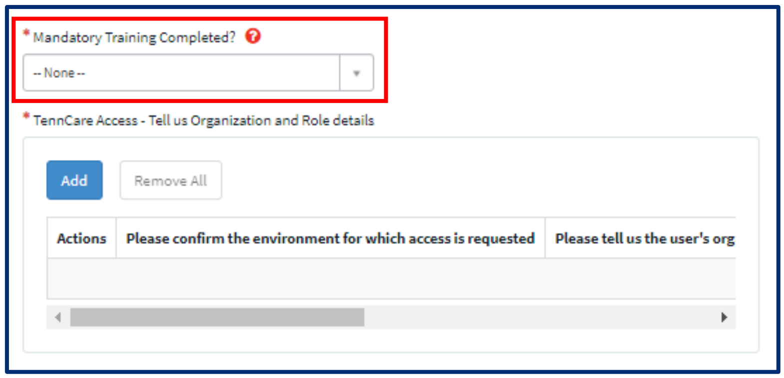
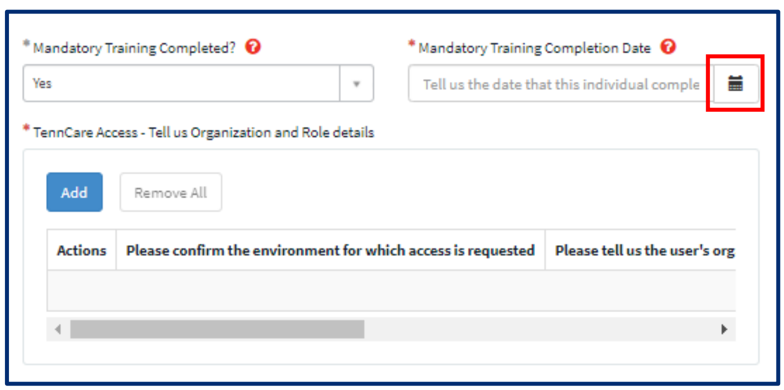
Updating a User's Access to the System

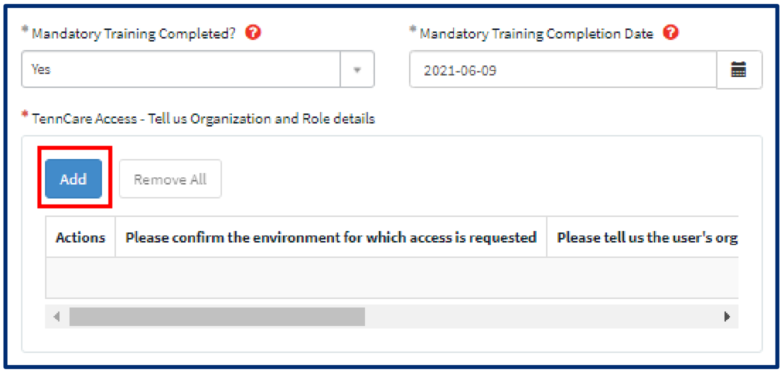
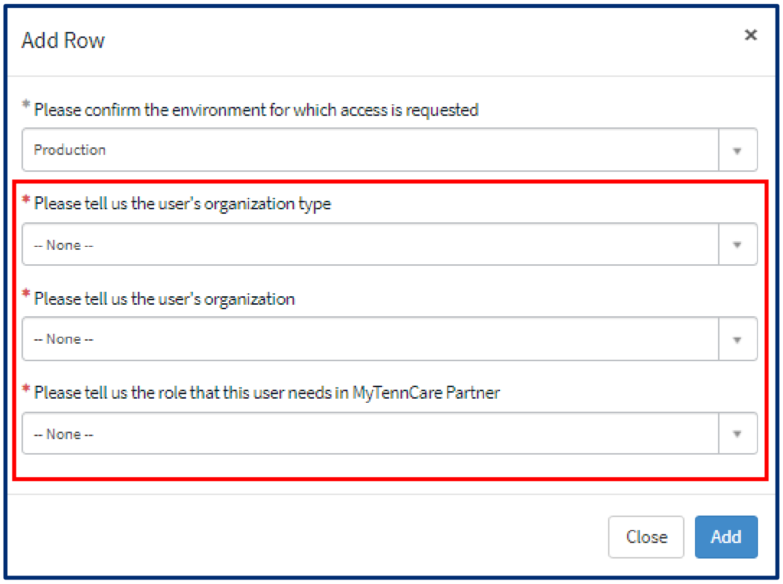
When a user notifies you that they do not have access to a needed option, or have an option they no longer need to use on their **Welcome to TennCare Access** homepage, you may update their access following this process.

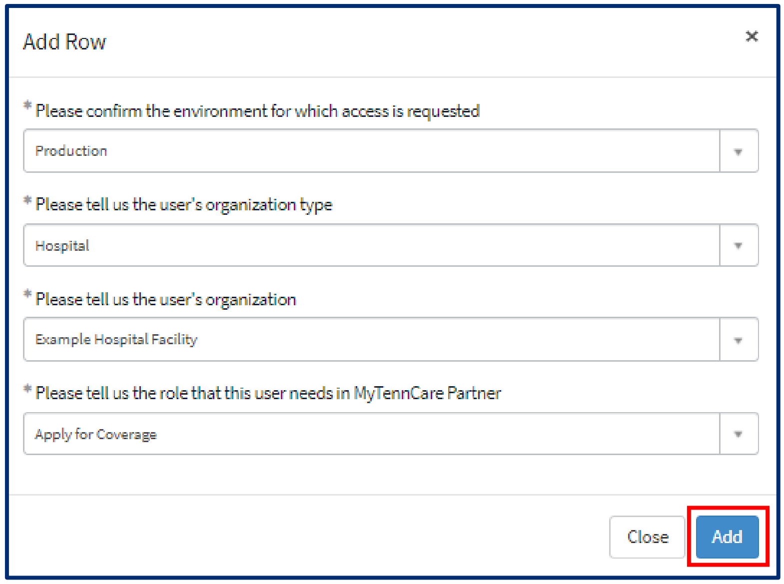
#	Step	Screenshot
1	On the **Dashboard** page, click **Manage My Users** from the menu.	
2	On the **MyTennCare Partner Request Dashboard** page, click **My TennCare Partner Access – TennCare Access**.	

3	On the **My TennCare Partner Access – TennCare Access** page, begin typing the person's name in the **Name of User** drop-down menu. Click the correct option once it appears. Your name is pre-filled in the **Requested by** field and *Requested By* is pre-selected from the **Preferred Contact** drop-down menu. Do not change either selection.	 My TennCare Partner Access - TennCare Access This catalog item is used to request Admin access to the My TennCare Partner Portal for IAM ITC (In the Cloud) This form is used to request or modify access for users who need to use TennCare Access. The TennCare Access Portal helps TennCare provider organizations and facilities help their clients with healthcare coverage through TennCare and CoverKids. Depending on the type of provider (hospital, health department, nursing facility, or health plan) and TennCare approved access, users can submit applications for presumptive eligibility, add newborns, submit admit or discharge forms for long-term care, complete financial reassessment for institutional Medicaid, complete annual redeterminations, and apply for TennCare, CoverKids, and a Medicare Savings Program. Requester Information * Name of User * Requested by Example Organization (TNTZY41) * Preferred Contact Requested By * Request Type -- None -- * Preferred Contact Method for Questions -- None --
4	Select the **Preferred Contact Method for Questions** from the drop-down menu. If *Phone*, continue to [Step 5](#). If *Email*, proceed to [Step 6](#).	 My TennCare Partner Access - TennCare Access This catalog item is used to request Admin access to the My TennCare Partner Portal for IAM ITC (In the Cloud) This form is used to request or modify access for users who need to use TennCare Access. The TennCare Access Portal helps TennCare provider organizations and facilities help their clients with healthcare coverage through TennCare and CoverKids. Depending on the type of provider (hospital, health department, nursing facility, or health plan) and TennCare approved access, users can submit applications for presumptive eligibility, add newborns, submit admit or discharge forms for long-term care, complete financial reassessment for institutional Medicaid, complete annual redeterminations, and apply for TennCare, CoverKids, and a Medicare Savings Program. Requester Information * Name of User Sally Strawberry (TNTZY62) * Requested by Example Organization (TNTZY41) * Preferred Contact Requested By * Preferred Contact Method for Questions -- None --

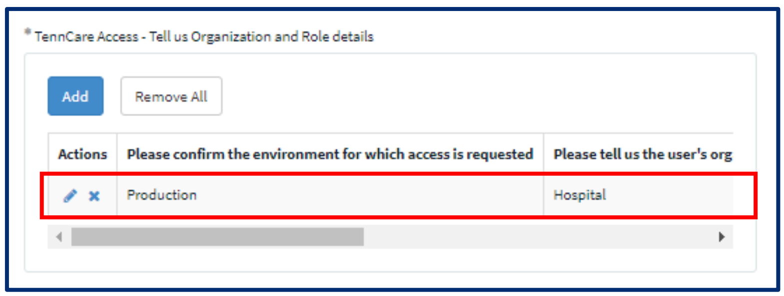
5	Review your pre-filled **Phone Number** and update it, if needed. Proceed to Step 7.	
6	Verify your pre-filled **Email Address** is correct.	
7	Select *Add Role* or *Remove Role* from the **Request Type** drop-down menu.	
8	Select if the user is a **Hospital Presumptive Eligibility (HPE) Contractor** from the drop-down menu. If *Yes*, continue to Step 9. If *No*, proceed to Step 10.	

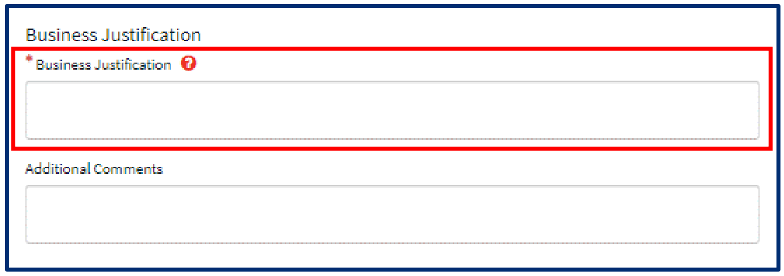
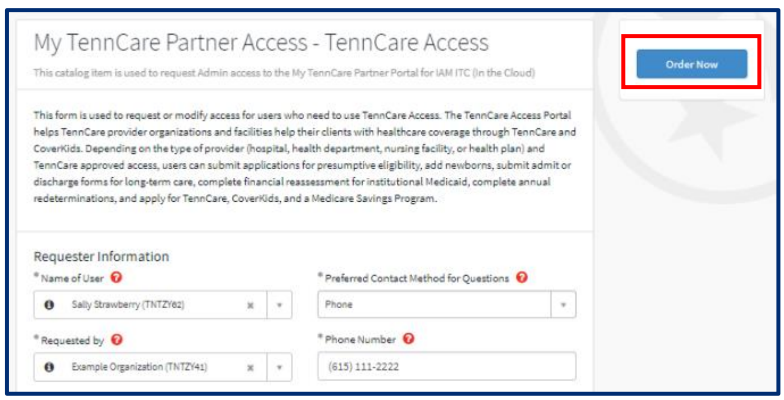
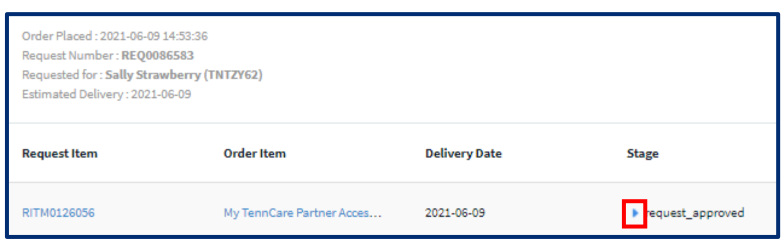
9	Read the contractor terms. Click the checkbox to **Accept Contractor terms to this portal**.	
10	Select *Yes* or *No* from the **Mandatory Training Completed?** drop-down menu. **NOTE:** The access request cannot be submitted until the user has finished the mandatory training requirements.	
11	If *Yes*, click the calendar icon to select the user's most recent training date as the **Mandatory Training Completion Date**.	

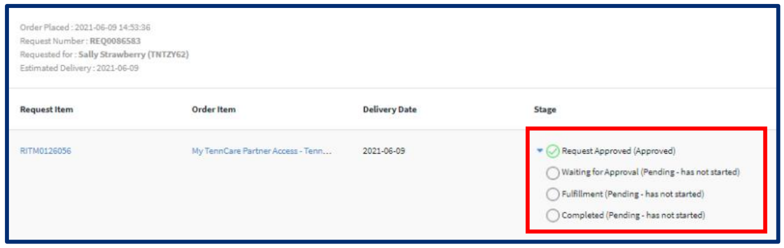
12	Click **Add**. **NOTE:** Whether you are adding or removing a role, you need to click **Add** for the specific role to be added <u>or</u> removed.	
13	In the **Add Row** pop-up window, *Production* is pre-selected as the **user's environment** from the drop-down menu. Select the **user's organization type**, **user's organization**, and **role** you would like to add or remove for the user from the drop-down menus.	

<table>
<tr>
<td>14</td>
<td>Click Add.</td>
<td>
</td>
</tr>
<tr>
<td>15</td>
<td>Confirm your entry was added to the table under the blue Add button.

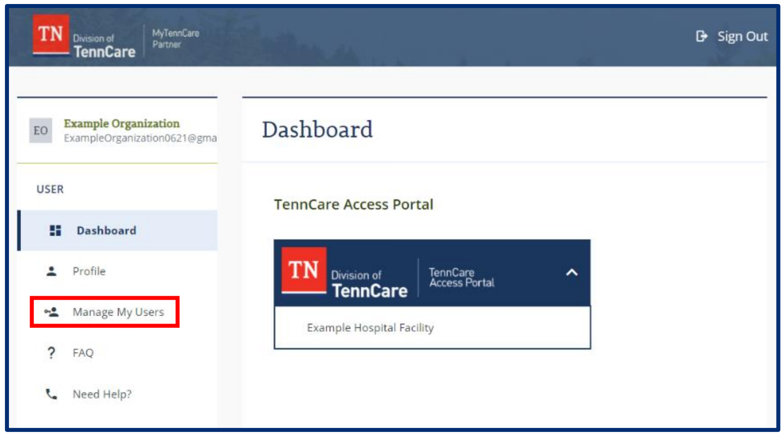
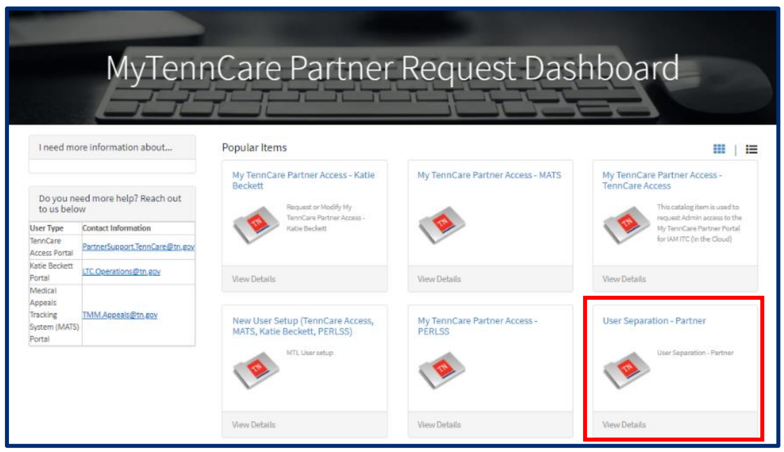
If you need to make changes, click the icon to edit your entry or the icon to remove it.

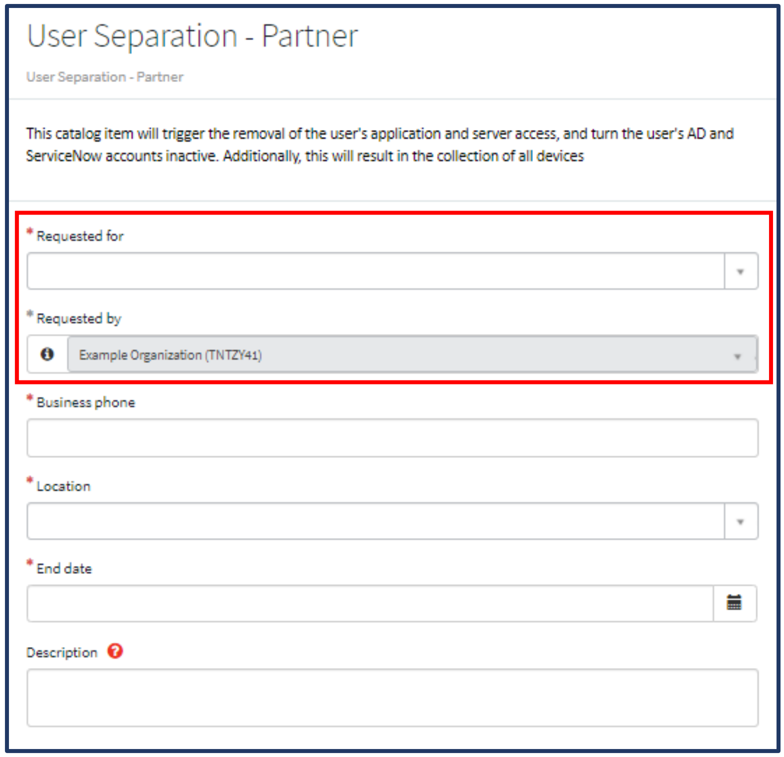
Repeat steps 12 thru 15 to add or remove multiple roles for the user.</td>
<td>
</td>
</tr>
</table>

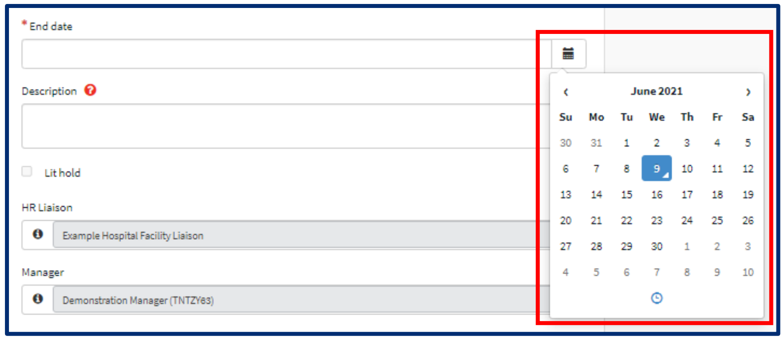
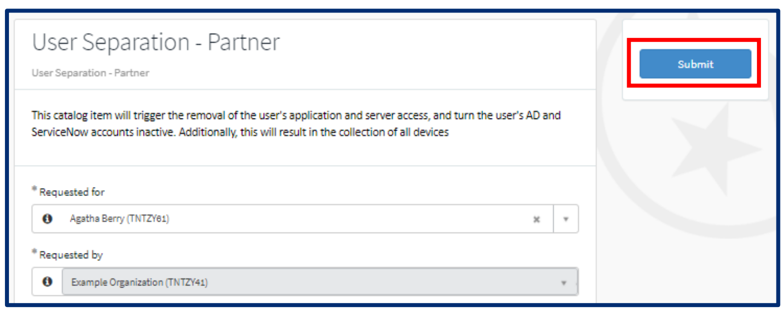
16	Enter a **Business Justification** for adding or removing the user's role, following the templates below. <User Name> requires the <Role Name> role to complete their job responsibilities. <User Name> no longer requires the <Role Name> role to complete their job responsibilities.	
17	Click **Order Now**.	
18	Review your **Submitted Request**. For more details, click the blue arrow in the **Stage** column.	

19	The **Request Approved (Approved)** step is checked upon request submission. Other steps are marked complete as the request progresses through the review process.	

Removing a User's Access to the System

<table>
<tr><th>#</th><th>Step</th><th>Screenshot</th></tr>
<tr><td>1</td><td>On the Dashboard page, click Manage My Users from the menu.</td><td>
</td></tr>
<tr><td>2</td><td>On the MyTennCare Partner Request Dashboard page, select User Separation – Partner.</td><td>
</td></tr>
</table>

3	On the **User Separation – Partner** page, begin typing the name of the user in the **Requested for** drop-down menu. **NOTE**: The **Requested by** field is pre-populated with your name and cannot be changed.	
4	Enter your **Business Phone**. **NOTE**: The **Location** is pre-filled based on the user, but it can be updated, if needed.	

5	Click the calendar icon to select the date access should be removed as the **End date**. You can click the clock icon to select a specific time, in military format, if applicable. Click outside of the calendar window. **NOTE**: The **HR Liaison** and **Manager** fields are pre-filled based on the user and cannot be updated.	
6	Click **Submit**.	

7	On the **My Account** page, review the information to confirm the separation request was successfully created. **NOTE**: All roles are removed if a user's access to an organization is removed.